



**GOVERNMENT OF ASSAM
ADMINISTRATIVE REFORMS AND TRAINING DEPARTMENT
JANATA BHAWAN:: DISPUR :: GUWAHATI-6**

Orders by the Hon'ble Governor

NOTIFICATION

No. AR. 123/2017/Pt/40

Dated Dispur the 13th January, 2021

Sub.: Notification on User Charges, Service Charges and other charges for delivery (electronically) of services notified under Assam Right to Public Services (ARTPS) Act, 2012 amended in 2019.

In order to provide transparent, time bound and affordable public services notified under ARTPS Act, 2012 (amended in 2019) and in line with the Notification No. IT.155/2009/334 dated 24th April, 2015, read with No. IT/155/2009/357 dated 3rd May, 2016 of Information Technology Department, Government of Assam, the service delivery platforms namely RTPS Portal, PFCs & CSCs will be made accessible to the Citizens on the lines of such deliveries made to the Citizen under Notifications of Information Technology Department No. IT/155/2009/334 dated 24th April, 2015 and No. IT.89/2006/Pt-VI/98 dated 11th August 2016, subject to payment of User Charge, Service Charge, Printing and Scanning charges etc in the manner laid down hereunder.

Preamble:

In order to improve and implement the Public Service Delivery System vigorously in the State, the Government of Assam has enacted the ARTPS Act, 2012 and amended the same in 2019. The main objective of the Act is to deliver the public services in an efficient, transparent, affordable, reliable and time bound manner preferably electronically. Hence, the services notified under the Act are being made available in the RTPS portal for timely delivery of the services within stipulated timelines.

Applications along with required documents for the notified services under ARTPS Act, 2012 amended in 2019 can be submitted either at the PFCs or CSCs or at the RTPS portal as per convenience of the citizen. The PFC or CSC operator or the RTPS portal transmit the application along with documents to the concerned Government Office/Designated Public Servant (DPS) for further processing. After completion of the processing, the service will be delivered at the PFCs/CSCs/in the concerned registered account in the RTPS portal.

1. Definition:

- i. 'ARTPS Act' means Assam Right to Public Services Act, 2012 and its subsequent amendments.
- ii. 'CSC SPV' means the Common Service Centers – Special Purpose Vehicle is a Special Purpose Vehicle, which has been set up by the Ministry of Electronics & IT under the Companies Act, 1956 to oversee implementation of the CSC scheme. CSC SPV provides a centralized collaborative framework for delivery of services to citizens through CSCs, besides ensuring systemic viability and sustainability of the Scheme.
- iii. 'CSC VLE' means Village Level Entrepreneur duly appointed by the CSC SPV to run a particular CSC which are providing various online public utility and financial services to citizens, quality healthcare, apart from boosting entrepreneurship and employment in villages and smaller towns across the country.
- iv. 'PFC' means the Public Facilitation Centre setup at the designated Govt. offices mostly at the DC office, Circle Office, Block Office, DTO office etc. There are two (2) types of PFCs i.e. (1) PFCs established under the e-District project implemented by IT Department through AMTRON and (2) PFCs established under the Assam Citizen-Centric Service Delivery Project implemented by Administrative Reforms & Training Department through ARIAS Society.
- v. 'RTPS Portal' means Right to Public Service Portal, it is a web based multilingual portal providing the information on the ARTPS Act, and access to the services notified under the ARTPS Act to the citizens. The URL is www.rtps.assam.gov.in.
- vi. 'Services' means the public services notified under ARTPS Act by the departments.
- vii. 'DeGS' means District e-Governance Society setup in all the districts.
- viii. 'CeGCC' means the Council Level e-Governance Co-ordination Committee (Ref.: Order No. IT.155/2009/304 dated 04.12.2014).

- ix. 'User Charge' means Statutory Charge fixed by a department against delivery of a service. The Notifications/Office Memorandums issued by the concerned Administrative Departments for the User Charges along with the stipulated time limit for delivery of the services and required documents for availing the services are made available at the RTPS portal.
- x. 'Service Charge' means and includes application submission charges by the PFC/CSC operators at the PFCs/CSCs locations.
- xi. 'Online Service Charges' means services charges for online submission & delivery of a service.
- xii. 'Printing Charges' means the printing charges for printing documents at the PFCs/CSCs.
- xiii. 'Scanning Charges' means the scanning charges for scanning documents at the PFCs/CSCs for uploading/attaching in an application.

2. Services/User/Online Charges for delivery of services through CSCs/PFCs/RTPS portal:

- i. The types of user charges to be levied from the citizen during the application submission are mentioned in Table 1. These charges are in addition to any taxes, levies, fees or departmental charges which are otherwise required to be deposited in the Treasury/Government exchequer.

Type of Charges	Amount (in Rs.)
Service Charge (to be paid to CSC/PFC)	30/- per application
Printing Charge	10/- per page
Scanning Charge	5/- per page

- ii. The Government fees for the service if notified by the concern service delivery department will be collected and deposited at the Treasury Account Heads/ Bank Accounts of the concern Department.
- iii. Service charges, Printing and Scanning Charges shall be applicable only when the services are availed through PFCs or CSCs by the citizen.
- iv. In case service is rendered through CSCs, Service charge shall be transferred to the CSC SPV and CSC SPV will subsequently transfer the amount for the CSC VLE charges/Printing Charges/Scanning charges to the CSC VLEs. This shall be as per the relevant notifications of Information Technology Department, Govt. of Assam.
- v. In case service is rendered through the PFCs run under the e-District project, the same shall be as per the relevant notifications of Information Technology Department, Govt. of Assam.
- vi. In case service is rendered through the PFCs run under ACCSDP, the Service Charge and additional printing charges, scanning charges will be deposited to the RTPS Account to be opened by ARIAS Society as per procedure.
- vii. The concerned Administrative Department may revise and/or update the user charge/s for the notified services from time to time.
- viii. The charges collected by the CSCs/PFCs/Online for the delivery of the services will be distributed as mentioned in the Table 2:

Delivery Channel	Charges	CSC/VLE	DeGS	CSC SPV	Others
CSC VLE	Service Charges	80%	6%	7%	7% (AMTRON)
PFC run under e-District/IT	Service Charges	0	100%	0	0
PFC run under ACCSDP/AR&T	Service Charges	0	0	0	100% (RTPS Account)

- ix. CSC SPV shall ensure that every VLE shall prominently display the list of User Charges/Service Charges in the CSC premises.
- x. The Deputy Commissioners, SDOs (Civil), Circle Officers, Block officers, DTOsand other officer in charge of the PFC locations shall ensure that the list of User Charges/Service Charges are prominently displayed for the awareness of the citizens at the PFC premises.
- xi. Any expenditure to be incurred from the current account as mentioned at para 'vi' above, shall be made by the State Project Director, ARIAS Society with due approval from the Senior Most Secretary of the Administrative Reforms and Training Department.

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- xii. Administrative Reforms and Training Department, Deputy Commissioners and ARIASS shall endeavor to ensure that maximum awareness is generated to encourage to apply online for services from their respective homes/CSCs without having to come to the PFCs, because the GOAL is that PFCs shall not be functional beyond a limited period of time which could be maximum three years.

3. Manner and Procedure of the Electronic Delivery of the services:

- i. A citizen can file an application for any of the services notified under ARTPS Act in the nearest CSC/PFC of his/her district along with all the required documents and user charges as mentioned in the respective Notification/Office Memorandum. The Citizen should also have to pay the User Charges/Service charge/Printing and scanning charges, if any, through the CSC/PFC. The citizen can pay the charges digitally by using credit/debit/UPI etc. at the CSC/PFC. If the application is submitted online by the citizen, then citizen have to pay only the 'Online Service Charges'.
- ii. No cash shall be accepted at the PFCs/CSCs from the Citizens by the PFCs/CSCs operators. However, PFCs/CSCs operator can take electronic transaction on behalf of concerned citizen provided the concerned citizen gives the required amount to the respective operator in cash.
- iii. The CSC/PFC shall log in to the RTPS portal (<https://rtps.assam.gov.in/>) after registering themselves in the portal and transmit the application to the concerned Government Department/Office.
- iv. The CSCs/PFCs may also be leveraged for delivery of the Service in the form of certificates/permission etc. to the citizen at the CSC/PFC where the application was submitted by the citizen.
- v. A citizen can also register himself/herself in the RTPS portal (<https://rtps.assam.gov.in/>) with necessary credentials. After registering in the RTPS portal the citizen can apply for any service listed in the portal by uploading necessary documents/papers and paying the notified User and Service Charge for services. The payment will be made electronically.

4. Date of taking effect of rates etc.:

The rate of Service Charge and other charges shall be applicable from the date of this notification. The User Charges (Statutory Charges) shall be applicable from the respective Notification/Office Memorandum by the concerned Administrative Departments in the State.

The Notification shall come into force with immediate effect.

By order and on behalf of the Governor of Assam

Sd/-

(RUBY BORAH, IAS)

Secretary to the Government of Assam

Administrative Reforms and Training Department

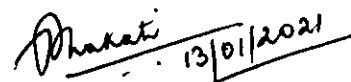
MemoNo. AR. 123/2017/Pt/ 40-A

Dated Dispur the 13th January, 2021

Copy to:

1. The Additional Chief Secretary to the Hon'ble Chief Minister, Assam, CM's Secretariat, Dispur.
2. The Additional Chief Secretary/ Principal Secretary/Commissioner & Secretary/ Secretary to the Government of Assam, Department.
3. P.P.S. to the Hon'ble Chief Minister, Assam for information and necessary action.
4. The State Project Director, ARIAS Society, Khanapara, Guwahati-22
5. The Staff Officer to the Chief Secretary, Assam for information and necessary action.
6. All Deputy Commissioners.
7. All the Officers concerned.
8. The Director, Directorate of Printing and Stationeries, Bamunimaidan, Guwahati. He is requested to publish the same in the next extraordinary Gazette and submit 200 copies of the same to this Department.

By Order etc.,

 13/01/2021

Joint Secretary to the Government of Assam
Administrative Reforms and Training Department